



Welcome to 2008 Dispatch Examiner Refresher Training. This training is intended for the MSP FSDO Dispatch Examiners only. This training is conducted in accordance with 8900.10 guidance and FAA policy and procedure. To receive credit for this training you must complete and pass the written test with an 80%. The test will be emailed to you separately.

Overview

- PTS Review
- Roles and Responsibilities
- Letter of Aeronautical Competency
- Disapprovals
- Retest
- Letter of Discontinuance
- Dispatch Practical Test
- Evaluation Techniques
- Final Comments



The following subject areas will be reviewed.

PTS Review

PTS areas to focus on:

Task: Aircraft Systems, Performance and Limitations
With an emphasis on Performance and Weight and Balance

Task: Abnormal and Emergency Procedures
With an emphasis on the dispatcher's role and handling of in-flight mechanical problems

Task: Understanding Operational Control Concepts

- 1. What is it? (FAR Part 1)**
- 2. Who has it? (FAR Part 121.533)**
- 3. What is the dispatcher's role with Operational Control? (121.533)**



The following areas in the Practical Test Standards should be considered as special emphasis items.

1. Aircraft systems with a focus on aircraft performance and weight and balance.
2. Emergency and abnormal procedures. What is the dispatcher's role during in-flight mechanical problems. Do they refer to the appropriate checklist?
3. Do they understand what operational control is? How does it apply to the dispatcher? What is the role of the support functions of an SOC? Maintenance Control for instance?

Roles and Responsibilities of the Examiner

- **Materials**
- **Professional Conduct**
- **Renewal Process**



As a minimum you should have the following materials available:

FAA Form 8060-4, Temporary Airman Certificate

FAA Form 8060-5, Notification of Disapproval of Application

14 CFR Part 65 Certification, Subpart C, Aircraft Dispatchers

14 CFR Part 183 Representatives of the Administrator

FAA Form 8000-36, PTRS

FAA-S-8081-10, Current Edition of PTS

FAA Form 8400-3, Application for an Airman Certificate and/or Rating

Professional Conduct:

Each DADE must represent the Administrator in a manner which will reflect credit upon the FAA and must perform all duties in a professional manner with respect to the applicant as follows:

- a) Be prompt and honor scheduled tests
- b) Give undivided attention to the applicant during the test period
- c) Assure any discussion following the test is private
- d) Make services available to all applicants on an equitable basis regardless of who trained the applicant; however, the DADE must ensure the applicant has been authorized to test by the part 65 approved course
- e) Maintain a cooperative attitude, provide sound judgment and show integrity
- f) As a representative of the Administrator, the DADE must not be influenced by employer economic pressure, or union or co-worker relationship or loyalty.

Renewal Process: It's the DADE's responsibility to schedule and ensure the renewal is accomplished prior to the expiration of their designation. The DADE must notify the supervising CHDO, in writing, of his/her intention to renew the designation no less than 60 days prior to expiration with an updated FAA Form 8710-6, Examiner Designation and Qualification Record. Renewal of a DADE is not automatic. Under the provisions of this section and FAA directives, the Administrator may rescind any such delegation at any time for any reason deemed appropriate.

Roles and Responsibilities of the Examiner

- **Expiration of Designation**
- **Geographic Limits of Authority and Relocation**



Expiration and Designation: The designation expires one year to the day from issuance. Once the designation has expired, the DADE can no longer certificate aircraft dispatcher applicants. If a test was administered after an expiration of a designation, the test will not be valid. If a certificate of authority expires, the DADE will have to be reinstated as an initial designation.

Geographic Limits of Authority: An examiner's authority is limited to the designating FSDO's geographical area of responsibility unless prior coordination and approval to administer a test outside that area is obtained from the supervising inspector. The DADE's approved itinerary will be noted on FAA Form 8430-9, Certificate of Authority, and the Letter of Authority. If such an authorization is granted, the supervising inspector will coordinate with the FSDO in whose area the practical test will be administered to determine who will process the certification file.

Roles and Responsibilities of the Examiner

- Privileges/Limitations



Privileges and Limitations:

A DADE is authorized to:

- Accept FAA Form 8400-3, Application for an Airman Certificate and/or Rating for Dispatcher Certification.
- Conduct the dispatcher practical test
- Charge the applicant a reasonable fee for services. The amount to be charged, and any conditions concerning passing or failure as it applies to the fee, should be clearly understood before the FAA Form 8400-3 is accepted.
- Issue temporary dispatcher certificates to applicants who have been tested and found qualified for the certificate.

A DADE will not:

- Conduct practical tests at locations outside their supervising FSDO unless approved and coordinated between the supervising FSDOs.
- Administer more than one practical test at a time, to include no more than two *full* practical tests per day. In addition to the two *full* tests a re-test may be administered on the same day depending on the amount of material that must be covered.
- Conduct any portion of the practical test with more than one applicant at the same time. The option to “stagger” the tests (start the oral portion of the first test, and start the practical portion of the second test in conjunction with first test) will be allowed only if approved by the supervising inspector.
- Be employed as an instructor, owner or contractor of an approved 14 CFR part 65 dispatcher course in his/her district.
- Conduct tests for applicants who have not graduated from an approved 14 CFR part 65 dispatcher course unless approved by the supervising inspector.
- Conduct Competency Checks for a 14 CFR part 121 Dispatch Training Program, unless employed as an Air Transportation Supervisor or qualified ground instructor for that operator.

Letter of Aeronautical Competency

- This letter is issued by the FAA when an applicant has not reached “23”.
- You must brief the applicant of this process
- Notify me in the REMARKS of the 8400-3
- Must include Written Test Report, Written notice of graduation, and PTRS Data Sheet



An applicant under the age of 23 may take the dispatch practical test, but must be informed that if they successfully pass the test, the temporary certificate will not be issued until the applicant's 23rd birthday. Successful applicants who are under the age of 23 will be issued a Letter of Aeronautical Competency by the supervising FAA office. The DADE will notify the supervising inspector of an applicant under the age of 23 in the REMARKS of the 8400-3, with a comment, **“THE APPLICANT IS UNDER THE AGE OF 23, AND WILL REQUIRE A LETTER OF AERONAUTICAL COMPETENCY TO BE ISSUED BY THE SUPERVISING FAA OFFICE”**.

The examiner will attach the following documents to the application form:

Knowledge Test Report

Written Statement of Graduation

FAA Form 8000-36, PTRS Data Sheet

Disapprovals

- **Record the final results on the back of the 8400-3 with an “U”**
- **Enter the date in the Evaluation Record along with a signature and designation number**
- **The applicant will retain the written test results and written notice of graduation**
- **Prepare a “Notice of Disapproval”**



Record the results of the practical test on the back of the FAA Form 8400-3, documenting the subject areas with a “U” for unsatisfactory. In addition, list the specific failed areas from the Practical Test Standard in the remarks section of the FAA Form 8400-3, in the remarks section of the PTRS data sheet and on FAA Form 8060-5. Enter the date the test was completed in the Evaluation Record along with a signature and designation number. The examiner will instruct the applicant to retain the written test results and the written statement of graduation. The examiner shall prepare an FAA Form 8060-5, “Notice of Disapproval of Application”.

The examiner shall attach the following documents to the application form:

FAA Form 8060-5, “Notice of Disapproval of Application”

FAA Form 8000-36, PTRS Data Sheet

Retest

- **Notify me of any retests**
 - I prefer if another examiner administered the retest
- **Written notice of graduation must be valid (good for 90-days)**
- **If within 30-days must have an Instructor's Recommendation on 8400-3**
- **Retest the areas listed in the 8400-3 and Notice of Disapproval**
- **You may retest any and all areas you deem appropriate**



If a retest is required, the DADE will notify the supervising inspector when the retest is scheduled. It's recommended to have the retest administered by another DADE or inspector. An applicant should receive credit for those areas, which were satisfactorily completed. However, a DADE may retest an applicant on any areas required for the certificate, if the DADE has reason to doubt the applicant's competence. The DADE will confirm the FAA Form 8400-3 is correctly filled out with an Instructor's Recommendation sign-off, by a certificated Aircraft Dispatcher. In addition, the DADE will confirm the written statement of graduation is still valid.

If the retest is successful, the inspector or examiner shall attach the following documents to the application form:

Original copy of the FAA Form 8060-4, "Temporary Airman Certificate"

Written Test Report

FAA Form 8000-36, PTRS Data Sheet

Written Statement of Graduation

Examiners will forward the paperwork to the designated FSDO/CMO within **5 days** of the retest.

Letter of Discontinuance

- **Will be issued when a Practical Test is terminated for reasons other than unsatisfactory performance**



This letter will be issued when a practical test is terminated for reasons other than unsatisfactory performance. An example would be if the applicant or examiner become incapacitated.

Dispatch Practical Test

- **Notify the supervising inspector of all tests**
- **Should have at least 3 Flight Plan Scenarios**
- **Need to provide certain information to the applicant**



The DADE shall notify the supervising inspector prior to scheduling the test. The DADE should have at least 3 approved flight plan test scenarios developed which use actual operational data to simulate actual problems.

The DADE will provide at least the following items for the applicant:

Weather, to include METARs, TAFs, Winds Aloft, appropriate charts and PIREPS

NOTAMs

Flight leg (city pair)

Weight and Balance Forms

Flight Plan Form

Captain Briefing Forms

Some of these forms may be provided by the course operator.

Applicant Eligibility

- Age
- Experience
- English Requirements
- Identification



Age. The applicant should be at least 23, however the applicant may take the practical test before meeting the age requirement of 23.

Experience. Only evaluate students from an approved 14 CFR Part 65 dispatch course/school, unless prior approval has been given from the supervising inspector to test applicants other than Part 65 graduates.

English Requirements. Must be able to read, speak, and understand the English language. See Advisory Circular 60-28 for requirement.

Identification. The type of identification used should be annotated on the back of the FAA Form 8400-3, Application for an Airman Certificate and/or Rating.

Testing Sequence

- **Set the stage**
- **Start with regulations**
- **Act as PIC and have applicant explain every step of flight plan**



Set the stage as the incoming dispatcher accepting a shift briefing. This is a good time to ask questions about regulations. Next, have the applicant plan the flight and prepare the necessary documentation (release, flight plan, weight and balance). Act as the Pilot-in-Command (PIC) and have the applicant explain every step of the flight plan and release, asking what, why, how, when and where. Launch the flight and develop enroute situations, such as mechanicals, medical emergencies, missed approaches etc.

Time Limits

- **No more than 6-hrs**
- **Average of 2 hours for knowledge and skills**
- **Should not be less than 4-hrs**



As a good rule of thumb, no more than 6-hours should be allowed for the applicant to complete the practical test. An average of 2-hrs each should be planned for the knowledge and skill portions of the test. Due to the extensive knowledge requirement of the Practical Test Standards, the test should not be less than 4-hours. One way to evaluate the applicant's progress is to determine the number of correct answers. A minimum of 70% is considered acceptable.

Evaluation Techniques

Ref: Aviation Instructor Handbook Chapter 6

- **Set the environment**

- Be on time
- Ensure privacy
- Eliminate possible interruptions
- Turn off cell phones



- **Psychological testing environment**

- Show genuine interest in the applicant
- Be polite, courteous, receptive
- Manage your prejudices
- Keep personal/business problems to yourself
- Communicate the possible outcomes



As an examiner it's your responsibility to set the environment for the applicant. Put them at ease and thoroughly explain the sequence of the test along with the possible outcomes.

Evaluation Techniques

Ref: Aviation Instructor Handbook Chapter 6

You should avoid the following types of questions:

- **Oversize.**
- **Toss-up. Bewilderment. Not clearly stated**
- **Trick question.**
- **Puzzle.**
- **Irrelevant.**
- **Leading.**



1. Oversize, too broad.
2. Toss-up, a question that may have one or more correct answer
3. Bewilderment, not clearly stated
4. Trick question, self explanatory
5. Puzzle, too complicated.
6. Irrelevant, not helpful in evaluating the applicants knowledge
7. Leading. I have seen this type of question quite often.

Evaluation Techniques

Ref: Aviation Instructor Handbook Chapter 6

What do you think are characteristics of a good evaluation? Here's some examples:

- **Reliability**
- **Validity**
- **Usability.**
- **Objectivity**
- **Comprehensiveness**
- **Discrimination**



1. Reliability, consistent with repeated measurements.
2. Validity, is the test measuring what it's suppose to measure?
3. Usability, self explanatory.
4. Objectivity, it does not reflect personnel biases.
5. Comprehensiveness, does it measure all the objectives
6. Discrimination, the degree to which the test distinguishes the difference between the students

Final Comments

- Remember, you are an evaluator, not an instructor—I've observed too much teaching in the past. Please be aware of this action.
- If you need any additional forms please let me know and I can mail you the forms.
- If you have any questions, you can contact me at 612-713-4263 or email: Wendy.Johnson@faa.gov

